88R4419 JAM-F

By:  Campos H.B. No. 833

A BILL TO BE ENTITLED

AN ACT

relating to an evaluation by the housing and health services coordination council of the 2-1-1 services provided by the Texas Information and Referral Network.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1.  The heading to Section 2306.1096, Government Code, is amended to read as follows:

Sec. 2306.1096.  DUTIES; ANNUAL AND BIENNIAL REPORTS [~~REPORT~~].

SECTION 2.  Section 2306.1096, Government Code, is amended by adding Subsections (a-1), (a-2), and (b-1) and amending Subsection (b) to read as follows:

(a-1)  To help inform an expansion of service-enriched housing throughout the state, not later than August 1 of each year the council shall complete and submit to the department an evaluation of the 2-1-1 services provided by the Texas Information and Referral Network that considers:

(1)  data collection from user calls and website visits to determine:

(A)  the extent of use of 2-1-1 Texas services;

(B)  demographic characteristics of 2-1-1 Texas users;

(C)  existing needs of 2-1-1 Texas users;

(D)  potential marketing needs; and

(E)  comparisons with similar systems in other states;

(2)  the database of the Texas Information and Referral Network with respect to:

(A)  current integration status of statewide information and state agency resources;

(B)  current integration status of regional and local information and community resources;

(C)  the process of identifying new service providers and including those providers in the database;

(D)  the monitoring of local organizations and state agencies to ensure those entities are providing updated lists of resources to include in the 2-1-1 Texas database; and

(E)  the ability to timely update emergency-related information into the database;

(3)  2-1-1 Texas user interviews and recommendations with respect to a user's point-of-entry experience and satisfaction with any community resource information or referrals resulting from the use of the service, and any other applicable 2-1-1 Texas user recommendations;

(4)  referral outcome statistics for 2-1-1 Texas users; and

(5)  2-1-1 Texas leadership interviews and recommendations with respect to:

(A)  technology and communication enhancements, including texting and a two-way application programming interface;

(B)  measures designed to connect specialized populations with available state and local services;

(C)  practices that support area information centers in any efforts to join with community partners to engage in special projects that leverage the 2-1-1 Texas platform, technology, and system; and

(D)  increasing innovation, efficiency, and system integration with state agencies and community partners.

(a-2)  The Texas Information and Referral Network shall work with the council to determine what de-identified information could be included in the evaluation required under Subsection (a-1) to improve the provision of service-enriched housing.

(b)  The council shall develop a biennial plan to:

(1)  implement the goals described by Subsection (a); and

(2)  improve the delivery of community resource information and referrals by considering the results of the evaluations conducted under Subsection (a-1).

(b-1)  The department may use funds from general revenue to contract for services on behalf of the council in relation to the council's duties under Subsection (a-1).

SECTION 3.  This Act takes effect September 1, 2023.